

Arizona Department of Health Services
1740 W. Adams Street Suite 303
Phoenix, AZ 85007

Procurement Determination: Sole Source

Sections 1 through 3 MUST be completed Use Attachments as Necessary		
Date: June 27, 2007		
Name: Gary Hahn		Title: Procurement Technician
Program: ITS		
1. Subject Materials or Services: FrontRange Solutions USA, HEAT Maintenance		
2. Estimated Cost: \$6,461.71		
3. Provide full description of materials or service: HEAT Maintenance is used by the ITS HelpDesk call tracking system.		
4. Provide Justification: HEAT software was purchased in 1997 by the Arizona Department of Health Services Information Technology department to increase productivity and improve call handling by the ITS HelpDesk. Maintenance has been provided by FrontRange Solutions, the developer of the software via SPO contract AD050028 with ASAP Software. ASAP no longer is an authorized reseller of HEAT maintenance. The software includes the ability to track inquiries, incidents and manage the flow of calls and the service provided. ADHS has approximately 1,800 employees on the Phoenix campus and others in Tucson and Flagstaff. ITS infrastructure and software are a critical element of daily work being accomplished by ADHS employees on behalf of the citizens of Arizona. When an application or hardware does not work properly work is interrupted and the employee becomes non-productive. ADHS requires this software to track all calls so that excellent customer service can be provided. As ADHS owns the software and HEAT is proprietary ADHS is requesting an impracticable to compete determination to allow us to purchase the maintenance package for FY2008 from FrontRange Solutions as the developer of the HEAT software and the source of upgrades and maintenance. Under the provisions of ARS 41-2536, R2-E301, this is a Sole Source vendor. The vendor letter is attached. The competition impractical shall posted for five (5) days on the State Procurement website as per ARS 41-2536, R2-7-E301 , C.		
<u>Procurement Authority</u>		
APPROVAL <ul style="list-style-type: none">• Request Authorized Pursuant to: ARS ' 41-2536, R2-7-E301• Request Denied:• Request Returned for Additional Information:• See Comments:		
Approved by: Signature_____ Title:_____ Date:_____		

cc: Agency File
Procurement File